

Recruitment

**Webchat Counsellor**



About The Mix

The Mix is a free, confidential support service for under 25s - making a massive difference to over two million young people in the UK each year. Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry’s Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges. We work on high profile campaigns to change attitudes and raise awareness with the likes of Daniel Radcliff, Lady Gaga, and most recently Russell Brand. We work with TV shows like Hollyoaks to help young people understand sexual consent and big brands like River Island, Dixons Carphone and Lloyds Bank on everything from money to masturbation.

Today’s young people face an unprecedented range of challenges. They are possibly the first generation worse off in physical and emotional terms than their parents. The Mix’s mission is to ensure that every young person can make informed choices about their wellbeing – wherever and whenever they are: [www.themix.org.uk](http://www.themix.org.uk)

Vision, Mission and Values

**What we do:** The Mix is here to take on the embarrassing problems, weird questions, and please-don’t-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through our digital and phone services.

**Vision:** To be the first point of contact for under 25s. We know that with the right skills and opportunities, you can take on anything that life throws your way.

**Mission:** To empower everyone under 25 in the UK with the knowledge, skills and confidence to make the right first steps in life. Life is hard, but support doesn’t have to be.

**Values:**

* **Empowering** - we lead, we train & support, we respect, we give space to grow, we give power to chose
* **Brave** - we innovate, we pioneer, we take risks, we tell it how it is
* **Supportive** - we listen, we encourage, we care, we’re understanding, we are empathetic
* **Collaborative** - we are open & transparent, we co-create, we respect, experience & expertise
* **Proactive** - we create situations, we make things happen, we get things done
* **Non-judgemental** - we do not judge, we do not criticise, we do not blame

Job Description

**Job**  Web-chat Counselling Lead

**Department** Services

**Reporting to** Counselling Manager

**Responsible for** Volunteer Counsellors and Sessional workers as required

**Overall Purpose of the job:** Co-ordinate the development and delivery of web-chat counselling at The Mix ensuring effective integration within the counselling team and other services.

Key areas of responsibility:

* Lead the delivery, development and execution of web-chat counselling, providing project and budget management
* Manage the integration of web chat counselling within the counselling services and The Mix, ensuring effective monitoring mechanisms are in place
* Deliver, support and facilitate the recruitment, training and retention of all volunteer counsellors
* Effectively coordinate the distribution of referrals and allocations within the counselling team
* Provide clinical supervision and mentoring to volunteer counsellors, offering ongoing support where needed
* Provide the counselling service to young people in contact with The Mix, in line with the relevant therapeutic framework and across both telephone and web chat channels
* Take responsibility for the welfare of all clients and volunteer counsellors during the shifts and for safeguarding and protecting the welfare of children and vulnerable adults in contact with The Mix
* Establish and maintain appropriate records of counselling, ensuring that data protection and confidentiality requirements are met, provide regular reports on the work to Counselling Manager, and participate in monitoring and reviewing the service
* Support the counselling manager in the development and integration of The Mix Counselling services, liaising closely with the Counselling Manager on any developments and issues arising from the clinical work, and recommend improvements and efficiencies to the service and its systems
* Any other duties as required

Person Specification

**Person Specification:**

*Essential*

* Accredited by BACP, UKCP or equivalent body
* Diploma or above in counselling or psychotherapy
* Extensive experience delivering counselling services to young adults 25 and under, including knowledge and experience of short-term counselling
* Demonstrable experience of delivering telephone and web-chat counselling
* Experience of developing counselling services, training and associated materials
* Experience of volunteer co-ordination
* Experience in project management
* Ability to deliver a service that is continuously developing in response to service user needs
* Ability to manage multiple tasks simultaneously and work flexibly
* Self-starter with the ability to work on own initiative
* Strong computer literacy with excellent written and oral communication skills
* Team player with strong communication and cooperation skills

*Desirable*

* Qualified Supervisor
* Experience of delivering telephone counselling
* Project management qualification
* Experience of expanding the channels or service delivery within an established counselling service, ideally through the implementation of digital solutions
* Experience of working in a helpline setting

Terms and Conditions

**Salary:**  £20,000-£25,250 per annum pro rata (depending on experience)

**Contract: Fixed Term 12 months**

**Location:** The Charity’s service hub, The Charity’s service hub, Glentworth Street, London, NW1

**Pension** 1% employee contribution secures 3% employers’ contribution to stakeholder pension scheme.

**Hours:**￼This post is 3 days a week, of which at least one day would be during evening times (ideally 4pm onwards). Preferable days are Monday, Tuesday and Friday with 21 working hours a week. Occasional evening and weekend work will be required for which time of in lieu will be given.

**Annual leave:** You will be entitled to 35 days of holiday pro rata, which includes the 8 Statutory Bank Holiday during each year.

**Benefits:**

* Flexible and remote working available
* Childcare vouchers
* Eyecare vouchers
* Life assurance
* Weekly staff socials, plus Summer and Christmas Party
* Colleague of the month  – awarded half a day extra annual leave
* Central London location
* Clinical supervision offered for front line services staff
* Coaching Environment
* Learning, development and training options

Employee Experience

Check out our `Meet our Staff` Video on our YouTube channel

<https://www.youtube.com/user/TheSiteVideos/featured?disable_polymer=1>

**Testimonials**

**Nadia Inwood – Volunteer Manager**

I’ve been working for The Mix now for around 4 years as the Volunteer Development Manager. I really enjoy my role and feel lucky that I work in an organisation that really fosters a positive, collaborative working ethos. On a daily basis I get to work across teams, I really feel this has been a big plus in my personal development. I’m lucky to work with a really great team of people who are all so passionate about what they do. The Mix has some really great benefits too, including weekly socials and opportunities for the staff to get together and have fun.  Being a mum of two young children, I really value the flexibility The Mix offers with my working hours. I feel able to balance work and life just a little bit better. What I love the most, is that The Mix never stands still, I’m constantly learning and developing and know I’m making a difference.

**Amina Abdillahi – Youth Support Officer**

Before starting at The Mix as a Youth Support Officer, I was a volunteer here for about 3 years. What I loved most about volunteering here is how warm and friendly the helpline staff were. I felt lucky that I was able to meet people from all walks of life so when the role came up, I decided to give it a go. Having been a volunteer, I adapted to some things quicker than others. Thankfully the helpline team were very supportive and I was given time to learn the skills I would need to be successful. I enjoy the opportunity to work across other teams and get involved in their projects. The office itself is social and lively, there is definitely always someone to talk to and interact with.

How to apply

To apply, please send a CV and a covering letter addressing the attributes outlined in the Job Description and Person Specification to [**workforus@themix.org.uk**](mailto:workforus@themix.org.uk).



Have a look at our social media

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Social Media